

Healthcare Provider FAQ's

Q. When is medical documentation required?

- A.** A Medical Documentation Health Care Authorization Form (WIC 27) is required for:
- Infants and children to receive special formula
 - Children to receive an infant formula
 - Women and children over age 2 to receive medical foods
 - Cheese requests greater than 1 pound for children, prenatal, partially breastfeeding and non-breastfeeding women or greater than 2 pounds for fully breastfeeding women
 - Children to receive soy beverage and tofu in any amount
 - Tofu requests greater than 4 pounds for prenatal, partially and non-breastfeeding women or greater than 6 lb for fully breastfeeding women

Q. What qualifying conditions are allowed by WIC to issue special formulas and medical foods?

- A.** Examples of acceptable qualifying conditions are prematurity, low birth weight, failure to thrive, inborn errors of metabolism, gastrointestinal disorders, malabsorption syndromes, immune system disorders, severe food allergies requiring an elemental formula, diagnosed food allergy or formula intolerance to lactose, life threatening disorders, and diseases and medical conditions that impair ingestion, digestion, absorption, or the utilization of nutrients that could adversely affect the participant's nutrition status.

Q. What qualifying conditions are not allowed by WIC when issuing special formulas and medical foods?

- A.** Examples of non-qualifying conditions are formula intolerance, spitting up, colic, personal preference, and solely for the purpose of managing body weight.

Q. What qualifying conditions are allowed by WIC to issue soy-based beverage to children?

- A.** Soy based beverage can be issued to children with a signed completed WIC 27 form and when an acceptable qualifying condition has been indicated. Examples of acceptable qualifying conditions include; milk allergy, severe lactose maldigestion, and vegan diet. **Personal preference is not an allowable medical diagnosis.**

Q. What qualifying condition does WIC allow for issuing additional cheese to women and children?

- A.** An acceptable qualifying condition is lactose intolerance. More than one pound of cheese can be issued to women and children with a signed and completed WIC 27 form and an acceptable qualifying condition has been indicated.

Q. What qualifying conditions does WIC allow for issuing tofu to women and children?

- A.** Examples of acceptable qualifying conditions include, but are not limited to: milk allergy, severe lactose maldigestion or vegan diet.

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Q. Who can complete a Medical Documentation form?

A. WIC will accept a completed Medical Documentation Health Care Provider Authorization Form from the following providers:

- MD
- Physician's Assistant supervised by a medical physician
- Nurse Practitioner (Certified Clinical Nurse Specialist) who has an agreement with a physician based on standards established by the Missouri Nurses Association and the Missouri Medical Association
- Licensed doctor of osteopathy duly licensed to practice medicine

Q. What is the approval length for medical documentation?

A. A new WIC-27 form must be completed at least every 6 months.

Q. What if the agency receives a WIC 27 from the health care provider however, some clarifications are needed before issuing the food instrument?

A. The local WIC agency shall follow up with the physician by telephone and clarify the missing information on WIC 27. If the physician does not call back in a reasonable timeframe the agency may issue one-month of Food Instruments based on information provided on the medical documentation form however, a complete medical documentation form must be received before additional formula and/or foods are issued.

Q. Can a physician use a stamp for their signature?

A. No, the physician's signature is required.

Q. Is the height/weight/HGB required on the WIC 27 form?

A. No, these fields were added in the event the health care providers who would like to provide referral information.

Q. What if the physician didn't complete section B for the "Supplemental Food" on the WIC 27 form?

A. The agency shall follow up with the physician by telephone and clarify the missing information before supplemental food can be issued.

Q. Can the WIC office complete section B "Supplemental Food" on the WIC 27 form prior to faxing or participant taking the form to the doctor's office?

A. Yes, the designated professional at the WIC office is allowed to complete the supplemental food section based on the participant's nutritional needs.

Q. Can participants receive both milk and formula?

A. Yes. Other WIC food, including milk, may also be provided to an individual participant if medically warranted and with medical documentation.

Q. Is WIC allowed to provide low-fat milk to a child who is between 12-23 months of age if medical documentation is provided?

A. No. There is no provision in the policy allowing children between the ages of 12-23 months of age to receive low-fat milk, even with medical documentation.

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- Q. Can a woman or child receive a combination of exempt formula(s) or medical food?**
- A.** With medical documentation the child or women may receive combinations of exempt formula or medical food up to 455 fl oz liquid concentrate per month.
- Q. Can a woman or child over 2 years of age receive whole milk?**
- A.** Yes they can, but only if they are also receiving a medical formula. Whole milk may not be issued solely to manage body weight.
- Q. Where are WIC approved Medical Formulas obtained to meet participant needs?**
- A.** Depending on the product, these may be obtained from WIC-approved pharmacies or grocery stores ([WIC Vendors](#)). Families or WIC staff should call ahead to make sure the product is available. It may be necessary for the health care provider to make temporary arrangements, such as providing samples or using an alternate product, while arrangements are made to make the product available.
- Q. What quantity of Medical Formula/supplemental foods will WIC provide?**
- A.** [See table for approved formula.](#)

NOTE: With medical documentation, infants over 6 months of age whose medical condition prevents them from consuming complementary infant foods are eligible to receive a quantity of formula equal to the maximum monthly allowance for infants 4 through 5 months of age.

- Q. Are items such as thickening agents provided by the Missouri WIC program?**
- A.** **No.** The following items are **not provided** by WIC per Federal Regulations:
- Any apparatus or devices (e.g., enteral feeding tubes, bags, pumps) designed to administer WIC formulas
 - Thickening agents
 - Flavor packets
 - Medicines or drugs
 - Parenteral or intravenous nutrition products
 - Enzymes
 - Oral rehydration fluids or electrolyte solutions
- Q. What happens when a WIC participant is prescribed a formula or medical food **not allowed** by WIC, or an amount that **exceeds the maximum quantities WIC may provide**?**
- A.** The health care provider can initiate the process to determine if the product will be covered by Medical Assistance or private insurance. The caregiver may be required to pay for the product to meet the participant's needs.